

WORLDWIDE

Vopak Worldwide
Corporate brochure




Vopak
Beyond capacity



“We aim to achieve excellence in everything that we do.”

Vopak employee
Spain

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Peace of Mind

Vopak is the world's largest provider of conditioned storage facilities for bulk liquids. Whether it's liquid or gaseous chemicals, oil products, petrochemicals, biofuels or vegetable oils we offer complete storage and transshipment solutions at more than 75 terminals in over 30 countries, covering and connecting the world's major shipping lanes. Vopak offers more storage capacity than any other independent tank terminal operator in the world.

Vopak distinguishes itself by offering service solutions that address a single, but crucial part of the supply chain and then take it one step further. When you choose to work with Vopak, our operational and safety standards apply to every country and to every continent where we operate. That means we offer uniform quality wherever you take your shipments, conditioning your products, keeping them safe, and keeping them secure – from ship to shore and from shore to inland transportation.

Vopak's experts, in our offices and in the field, listen to your needs and provide solutions to suit your specific liquids business. Our history and track record in bulk liquids storage, and health, safety and environmental care is unequalled in the sector. Our core competency is your peace of mind.



Four Hundred Years of Expertise

Vopak's history goes back to 1616 when the world-renowned Dutch East Indies Company was flourishing, bringing in coffee, tea and spices from the Far East and making the Netherlands a rich and powerful nation. The speed of its growth necessitated smooth and effective transshipment and storage infrastructures at the Dutch harbors. Groups of weigh-house porters joined forces to offer the necessary services including weighing, sorting and storage. This is when our company (in its earliest form) first offered storage and related services to support international logistical product flows.

Tea, spices and many other commodities required storage and handling under specific conditions, as does the oil, chemical and gaseous products that we store today. After all these years, conditioned storage has made its way down into our corporate DNA.

Around 1860, when the Dutch East Indies Company was long gone, the first oil was being drilled in the United States and it was not long before petroleum products were imported to Europe. We built the first-ever dedicated oil storage container in Europe, in the Port of Rotterdam. Our first bulk liquid storage facility has now grown into a global network of more than seventy-five Vopak terminals around the world.

In 1999 our parent companies – the international logistic service providers Pakhoed and Van Ommeren – merged to form Vopak. Today we are the world's largest independent tank terminal operator built on a long tradition of conditioned storage, ready to support our customers with every form of bulk liquid for centuries to come.

“It is service through commitment, knowledge and actions.”

Vopak employee
United States

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Passion for Excellence

Our customer service array is based on three basic principles:

Growth Leadership means anticipating market movements and logistical product flows to ensure that our customers always have sufficient capacity. Before we ever expand storage capacity or add facilities at our terminals, we consult with our customers to understand their existing and future needs. Only by doing this we can find out how to best support their core business processes. We continuously monitor and analyze regional and global product flows. Our understanding of market dynamics helps us make the right investment decisions. In this way, we can continue to be a solid business partner. We grow together with our customers.

Customer Leadership describes our desire to be your supplier of choice. Our customers rely on seamless service no matter where they operate. They know what to expect wherever we serve them. This entails careful market segmentation and understanding customer needs and wishes.

There is a growing worldwide trend in the bulk liquids industry toward ever-greater diversification and Vopak is right there, following its every step. To this end we provide our customers advanced blending services, offering a variety of complex product specifications.

Operational Efficiency guarantees that our customers benefit from the best available operational performance resulting in flawless execution time and time again. This involves technical innovation in terminal and facility design. We also maintain a set of minimum standards that defines how we operate at every terminal around the world. So, our customers (and our own employees) are assured of safety, health, and environmental quality wherever they operate.

Vopak has built its name on a tradition of honesty and transparency. We never promise more than we can deliver and we always deliver what we promise.



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A Complete Array of Services

Vopak's services comprise a complete range of terminal functions. We provide transshipment logistics and conditioned storage for bulk liquid and gaseous products. Conditioned storage involves maintaining sensitive materials under temperature and pressure – including blending – over longer periods of time.

Our terminals in Rotterdam and Antwerp, Houston, Singapore, and the Emirate of Fujairah are the key hubs in our worldwide network of storage terminals for chemical and oil products. They serve as the backbone for more than seventy-five specialized Vopak facilities around the world.

Vopak's core strengths lie in the combination of our:

- global experienced and well-trained staff;
- global network of tank terminals at strategic locations;
- storage and transshipment services for a broad span of products;
- recognized quality based on the highest industry standards;
- effective ICT infrastructure to support business processes, effective communication with customers, and internal information exchange;
- and strong track record in the construction and development of terminals and strategic alliances with third parties.



Watching, Listening, Growing

Markets change. Product flows change. Technologies change. Our customers change and we change with them.

Vopak's strategic focus on Growth Leadership requires us to remain in constant dialogue with our customers, to keep apprised of their business activities and movements, to understand what keeps them healthy. For Vopak, Growth Leadership is a meticulous, ongoing process involving market analysis and customer relations.

As the world broadens its range of products alongside traditional fossil fuels, new nations are joining the market. Biofuels and Liquefied Natural Gas are two important additions, and Vopak is providing the services and technology to accommodate them. We have started building new terminals for the storage and regasification of LNG and are rapidly expanding our global capacity for biofuels.

New businesses, new locations, new products, and new technology all call for a powerful partner to provide the infrastructure and services for storage and transshipment. We have the technical and financial resources to follow your company wherever you might need us.



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Our most important
asset

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What Sets Us Apart

We're about people. Your people. Our people. Strategically located storage terminals and the best-available technologies are, of course, an important asset, but our people are what make the difference. At Vopak, we remain committed to our customer relations. We are dedicated to aligning our services with your needs and wishes. Our operations are based on the principles of transparency, loyalty and mutual trust. If possible, we always aim to exceed your expectations.

Without a doubt, we offer the highest-quality conditioned storage facilities for bulk liquids. But, even that is just part of our commitment to our customers' success. At Vopak, we have a passion for what we do – offering fresh thinking and continuously exploring opportunities to add value to your business. It is precisely this human touch that makes us who we are. In other words, we're not a tank business, we're a people business. Our people make the difference.



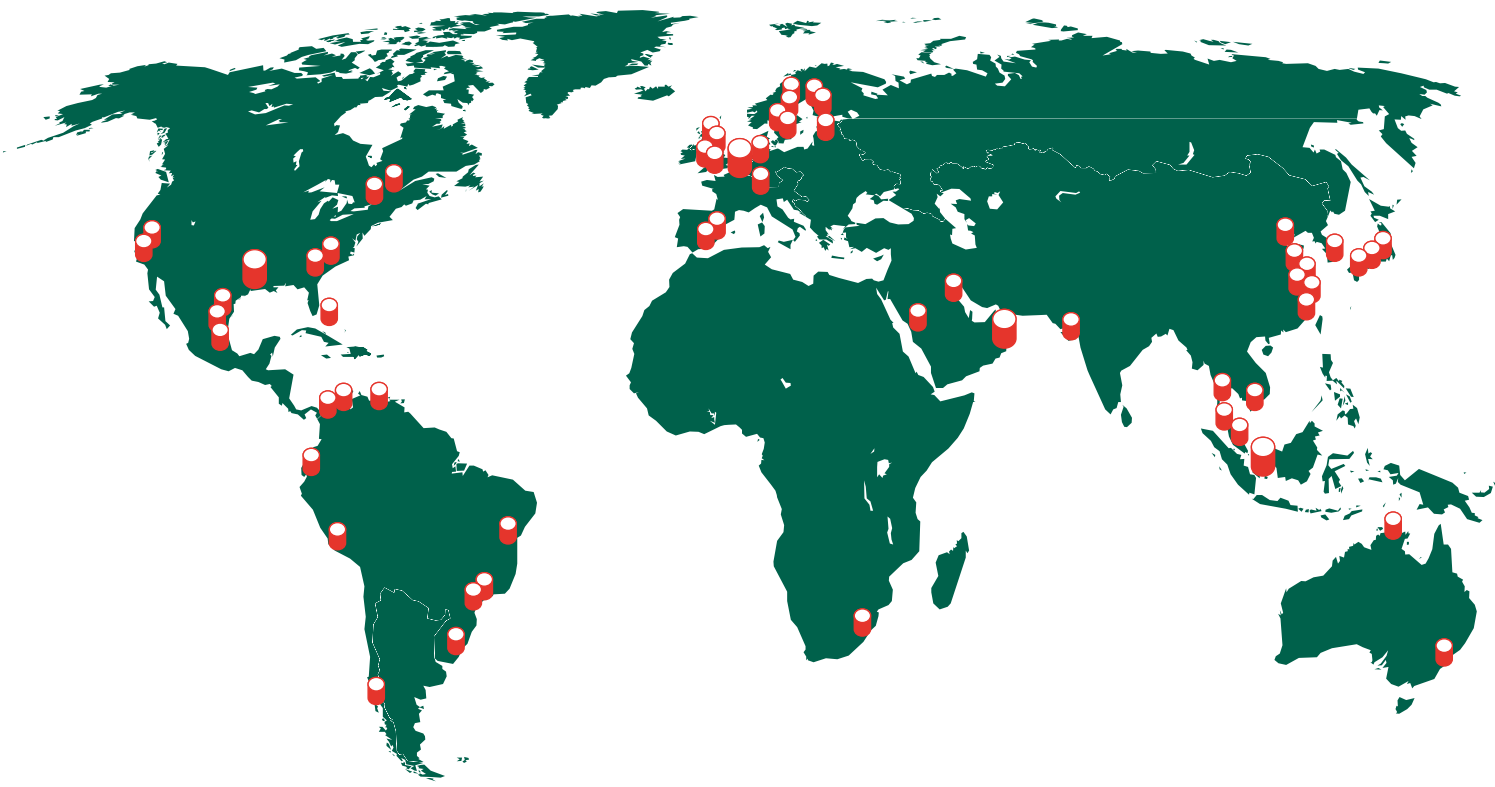
We Operate Safely or We Don't Operate

That's our working philosophy, simple and straightforward. Vopak has a comprehensive global safety policy consisting of strict operational procedures and codes of conduct. These are in line with the requirements that our customers set for safety and risk control in the chemical and oil industries. Safe operation is the starting point of every policy we make. It applies not only to our own personnel, but to everyone who visits our terminals. Safety is everybody's responsibility.

Environment and safety are a natural and integral part of our operating processes and business practices. Vopak aims to be a leader in Safety, Health, Environment, and Quality (SHEQ) and in sustainable operations. This forms the distinguishing factor for our customers and translates into new design requirements for newly built terminals. We are already looking ahead, studying a possible emission-free 'green' terminal under the motto of 'Terminal of the Future'.

“We depend on each other to make the right choices.”

Vopak employee
Argentina



 = Multiple Terminal Locations
 = Terminal

The World of Vopak

Africa
South Africa

Asia
Japan
Korea
Malaysia
Pakistan
China
Singapore
Thailand
Vietnam

Australia
Australia

Europe
Belgium
Estonia
Finland
Germany
Spain

Sweden
Switzerland
The Netherlands
United Kingdom

Latin America
Brazil
Chile
Colombia
Ecuador
Mexico
Peru
Venezuela

Middle East
Saudi Arabia
United Arab Emirates

North America
Bahamas
Canada
USA

“It is the end result that counts.”

Vopak employee
Malaysia

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